

## GOVERNMENT ADMINISTRATION

### ***Existing Facilities***

Administrative offices for county government operations are highly centralized, located within the government center area (a 610 acre area bordered by Route 10, Krause Road, and Courthouse Road). This complex is easily accessible by Route 288, and is within reasonable driving distance to most county residents (*ten-minute driving distance to approximately 36 percent of county residents, 15 minute driving distance to 73 percent of county residents, and 20 minute driving distance to 97 percent of county residents*). The government center area includes approximately one million square feet of office space, housing nearly 3,500 county employees. There is no serious discussion at this time about decentralizing county administrative offices outside of the government center area.

### ***Level of Service***

There is no current adopted level of service standard for county administrative facilities (such as number of employees per 1,000 residents, office space per employee, or driving distance to residents served). The Government Center Master Plan (adopted in 1989, as part of the Plan For Chesterfield) provides a long-range guide for development of the government center complex. The Master Plan is pending revision, with the goal of shifting government administrative space planning into a separate document.

One measure of the adequacy of existing service levels is the Citizen Satisfaction Survey, conducted in 1998 and 2001. This survey included several questions relating to convenience of county services. Survey results indicate general public satisfaction with the location of the county government center, and with county efforts to make county services more convenient. These efforts include increased use of non-facility service solutions (such as the internet) to allow more convenient ways for the public to access county services.

### **Citizen Satisfaction Survey Results (Background/Analysis)**

| <b><u>Question</u></b>   | <b><u>1999</u></b> | <b><u>2001</u></b> |
|--|--------------------|--------------------|
| "How would you rate the location of the Chesterfield County government complex?"                                       |                    |                    |
| Excellent/Good:  | 68%                | 68%                |
| Fair/Poor:   | 32%                | 32%                |
| "How would you rate the location of Chesterfield County Courts?"   |                    |                    |
| Excellent/Good:  | 66%                | 69%                |
| Fair/Poor:   | 34%                | 31%                |
| "How would you rate the Chesterfield County government in regard to providing convenient ways to use county services?" |                    |                    |
| Excellent/Good:  | 72%                | 73%                |
| Fair/Poor:   | 28%                | 27%                |
| "How interested would you be in using the internet to conduct business transactions with the county?"                  |                    |                    |
| Very Interested/Somewhat Interested  | 36%                | 51%                |
| Slightly Interested/Not Interested   | 64%                | 49%                |
| "How would you rate Chesterfield County on use of technology to improve services?"                                     |                    |                    |
| Excellent/Good:  | 53%                | 62%                |
| Fair/Poor:   | 47%                | 38%                |